Provider Training

Waitlist Management (Section 28 and Section 65/HCT)

Referral Request is completed in Atrezzo or faxed if referent does not have access to Atrezzo

Referral is Reviewed / Approved

Provider reports capacity by e-mailing ME Intake their agency capacity and NPI number the PA will be under.

If a member has preferred provider – KEPRO will reach out to caregiver to determine if they would like to receive services by agency reporting capacity, or wait to receive services with preferred provider.

If choose to wait for preferred provider

If member chooses to accept requesting agency

KEPRO staff will enter a Prior Authorization and email requesting agency the case id.

KEPRO staff will remove member from general waitlist, transfer to Family Choice waitlist (Preferred Provider), and notify provider

Agency enter Prior Authorization

KEPRO Review/Authorized

Please be mindful in calling KEPRO to request information regarding where a member lies on a waitlist. The Waitlists are ever-changing due to order of received, priority, and Community Based provider capacity. KEPRO is able to confirm a member is on a specific waitlist, and provide number of days a member has been waiting for services.

KEPRO FAX: 1866 325 4752